



# ***Jefferson County Child Support Agency 2012 Annual Report To The Jefferson County Board of Supervisors***



## **Child Support Agency Program Summary**

Under contract with the Department of Children and Families (DCF), the Jefferson County Child Support Agency provides assistance to establish paternity; and also to establish and enforce child support and health insurance. Some of the specific services provided by the Agency:

- Establish paternity on behalf of children whose parents are not married to each other at the time of child's birth.
- Establish court orders requiring parents to pay child support and to provide health care coverage for their child (ren).
- Locate absent parents and assets as necessary to establish, enforce and collect child support and health insurance obligations.
- Enforce child support and health insurance orders. Take administrative, civil, interstate and criminal actions necessary to collect court ordered support.

## **2012 Program Funding**

The Child Support Agency is funded with a combination of federal, state and county dollars. Federal administrative cost reimbursement is the principal funding for the Agency. The federal reimbursement rate for administrative costs is currently 66%. In addition to the administrative cost reimbursement, the Agency also receives performance incentives based on performance measures. The performance incentives are partially contingent upon the Agency meeting specific targets. As a result of the Agency Teams' hard work and dedication to the customers of Jefferson County, the Agency was presented with one of only eight Federal Fiscal Year 2012 Certificate of Excellence Awards.

<b><u>Measure</u></b>	<b><u>Agency Target</u></b>	<b><u>Agency FFY 2012 Final</u></b>	<b><u>State FFY 2012 Final</u></b>
<b>Court Order Establishment</b>	80% or greater	93.06%	86.77%
<b>Paternity Establishment</b>	90% or greater	116.17%	103.78%
<b>Current Support Collections</b>	80% or greater	81.15%	71.59%
<b>Arrears Cases with Collections</b>	80% or greater	82.25%	64.03%

The Agency collects various costs and fees from case participants. A large percentage of costs and fees are collected through the federal and state tax intercept program.

<b><u>Other Revenue Sources</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>
<b>Medical Support Liability</b> (15% of birth expense collections)	\$27,710	\$24,691	\$23,739.00
<b>Extradition Reimbursement</b>	\$ 2,131	\$1,094	\$3,016.12
<b>CS Program Fees</b> (service fees, genetic test fees, BVS fee, payment record fees, application fees)	\$19,164	\$18,652	\$20,314.75
<b>NIVD Fees (new fee in 2010)</b>	\$1,610	\$2,380	\$1,715.00
	<u>\$50,615</u>	<u>\$46,817</u>	<u>\$48,785</u>

Under the Cooperative Agreements the Agency has with the Sheriff's Department, the Clerk of Courts, Corporation Counsel and the District Attorney, the county received \$133,533 in direct reimbursement related to child support activities performed by staff in those departments.

### **2012 Program Service Highlights**

- ❖ Agency successfully provided full services to 4,263 cases (I-VD), and provided partial services to an additional 1,097 (NIVD) cases (5,360 total)
- ❖ \$13,805,436 total collections for all Jefferson County cases (IV-D and NIVD); (\$13,744,564 was collected in 2011)
  - \$567,078 total collections from unemployment compensation compared to \$767,358 total collections from unemployment compensation in 2011
  - \$10,209,408 total collections from income assignment compared to \$9,884,826 total collections by income assignment in 2011
- ❖ \$3,028,949.21 From other collection sources: Federal Tax intercept, State Tax intercept, Other State Child Support Agencies, Other Sources, i.e. payer paid, account seizure, etc., compared to the \$3,092,379.57 total collected in 2010
- ❖ As of December 31, 2012, there were 1,110 fully enforceable administrative Jefferson County liens on the Wisconsin Administrative Lien Docket, representing \$7,529,315 in past due child support and other lien eligible debts.
  - \$22,268 collected in 2012 through license suspensions, vehicle lien releases, unclaimed funds, passport denials, pension lump sum seizures and bank account seizures
  - Total lien docket collections (2001-2012), \$678,839
- ❖ Customer Service Call Center provided services to 12,139 (12,469 in 2011) customers in 2012. The center also provides translation services which greatly aids in reducing interpreter costs for the agency
- ❖ Provided order establishment and enforcement services by scheduling and attending 1,855 court hearings and 367 agency appointments.

### **2013 Program Service Goals**

- ❖ Use all available Agency resources to provide mandated services to Jefferson County customers while striving to meet Agency performance measures and earn maximum Agency funding.

- ❖ Continue transition to paperless filing system, moving forward with scanning all Agency files. This has been an Agency goal for a couple of years. Heavy workloads and staffing levels have caused the paperless filing project to transition to a multi-year task; however, our goal is to complete this scanning project during 2013.
- ❖ Plan for and implement new projects rolled out by the Bureau of Child Support, i.e. a new document generation system (part of our new web-based child support computer system), a new program designed to enhance outreach to the schools, and enhanced automation to assist with location and enforcement.

### Child Support Agency Staff

Stacey Jensen, Child Support Agency Director  
 Carolyn Swart, Financial Specialist  
 Sarana Stolar, Child Support Specialist  
 Dale Talamantes, Customer Service  
 Laura Danielson, Legal Assistant II  
 Humberto Guerrero, Legal Assistant II  
 Christina Miklavcic, Financial Specialist –Pt. time

Kathie Orval, Child Support Specialist  
 Maria Maruna, Child Support Specialist  
 Jennifer Zink, Child Support Specialist  
 Tammy Tomczak, Child Support Specialist  
 \*Thomas Antholine, Asst. Corporation Counsel  
 \*Kendall Wick, Asst. Corporation Counsel (Temporary Help)  
 \*Temp. Help- Coop-student

*\*Part of Corporation Counsel Organizational Chart*



(Pictured above back row starting on left: Christina Miklavcic, Sarana Stolar, Jennifer Zink, Maria Maruna, Laura Danielson, Humberto Guerrero; in front starting on left: Dale Talamantes, Jayme Singer (temp. coop-student), Stacey Jensen, Tammy Tomczak, Kathie Orval, and Carolyn Swart)

(Two Assistant Corporation Counsels pictured above: Thomas Antholine and Kendall Wick)

Respectfully Submitted,

Stacey Jensen  
 Child Support Agency Director

